

Services		
Service Date	Service Notes	Type of Service
9/7/2011	SD met with CL at CVTC.	CVTC
9/7/2011	SD did a lot of CC with CL during our meeting.	Crisis Counseling
9/7/2011	SD s/w CL about the likelihood that the charges against her will be dropped.	Info-Legal
9/7/2011	SD s/w CL about the history of DV b/w them and described the common tactics used by abusers to get what they want.	Info-Other
9/7/2011	SD advised CL that the court calendar governs when certain things happen, so if the ADA is planning on dropping the charges, he/she can do so at that court date.	Info-Legal
9/7/2011	SD suggested that CL look into the CCRB as a possible mechanism for holding the 28th precinct cops accountable for what they've done to her.	Info-Legal
9/7/2011	SD advised CL that the only real oversight with NYPD comes from IAB (which she's already involved with) and the CCRB.	Info-Legal
9/7/2011	SD advised CL that in cross-complaint cases, credibility is key and the pending criminal case against her puts her at a disadvantage as far as that's concerned.	Info-Legal
9/7/2011	SD informed CL that the first focus should be getting the charges dropped and once that's resolved, then see if it's possible to re-open the assault case against RESP.	Info-Legal
9/7/2011	SD gave CL my card with the LAP HL # on it in case she needs to contact me.	Info-Legal
9/14/2011	SD s/w CL who called in for me at CVTC.	Follow Up
9/14/2011	SD, with Lisa H. @ CVTC, attempted to contact Lisa Callahan @ the Mn DA's office. No answer. Left vm with my direct line and extension to call me back.	CJA-DA
9/14/2011	SD advised CL that b/c of the bureaucratic nature of the system, correcting mistakes like this take an extensive amount of time.	Info-Legal
9/14/2011	CL expressed fear at being incarcerated "for the rest of her life," and SD reminded her that these are all MISD charges and carry a maximum of 1 year.	Info-Legal
9/14/2011	SD advised CL that we tried to call Lisa Callahan at the DA's office, but there was no answer so we left a message asking her to call me back at the office on my extension.	Info-Legal
9/14/2011	SD advised CL that we have a working relationship with the DA's office and will try to utilize that to help her.	Info-Legal
10/14/2011	SD called Lisa @ CVTC to s/w her on CL's behalf about Belinda escorting CL to her appt with a City Council member to discuss her treatment by NYPD and the DA's office. No answer. Left vm.	PA-Legal
10/28/2011	SD s/w CL who called for me on the HL.	Follow Up
10/28/2011	SD offered CL emotional support given her treatment by the police and the DA's office.	Crisis Counseling

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10/28/2011	SD advised CL that I can call the precinct to speak with the DVPO who took her rep't on RESP's latest attack (a PO Simmons) and find out what happened w/ the DIR.	Info-Legal
10/28/2011	SD advised CL that both Lisa @ CVTC and I have been trying to get through to the DA's office about getting the charges dropped but we're not getting anywhere on that front.	Info-Legal
10/28/2011	SD advised CL to send me her copy of the DIR and then I can call the 28th precinct to speak with DVPO Simmons about how it was "lost" according to Lt. LaRocca. Gave CL our fax #.	Info-Legal
11/1/2011	SD called the 28th precinct to speak w/ DVPO Simmons about this DIR. She was very resistant and wasn't able to provide any info except that the report got "lost in the system". Her stance was that CL must return to the precinct to file another one.	CJA-Police
11/8/2011	SD s/w CL about Belinda accompanying her to the precinct to make a report as well as to her meeting with Christine Quinn's office to report her treatment by the police.	Info-Legal
11/8/2011	SD offered CL emotional support and validated her feelings about the 28th precinct's handling of her case.	Crisis Counseling
11/8/2011	SD gave CL a run-down of the very unproductive phone call I had with the DVPO last week, and advised her that the issue is definitely not her fault.	Info-Legal
11/8/2011	CL called on the HL and SD s/w her about what happened when I called the 28th precinct last week.	Follow Up
11/8/2011	SD emailed KT & Anindita about having Belinda accompany CL to the 28th precinct to re-file the DIR that they "lost" in their system.	PA-Legal
11/9/2011	SD s/w CL briefly at CVTC about Belinda accompanying her to the 28th precinct. CL was just getting out of group at CVTC.	Follow Up
11/9/2011	SD s/w CL briefly at CVTC about Belinda accompanying her to the 28th precinct. CL was just getting out of group at CVTC.	Info-Legal
11/9/2011	SD provided CL w/ emotional support about her treatment by the 28th and confirmed that I was also stonewalled by the DVPO there.	Crisis Counseling
11/9/2011	SD advised CL that I would meet with Belinda on Friday to go over CL's case with her, so she should be able to accompany her next week.	Info-Legal
11/15/2011	SD called CL to set up a time for Belinda to accompany her to the precinct in order to make a report. No answer. Her voice mail box was full so I couldn't leave a message.	Follow Up
11/15/2011	SD called Lisa @ CVTC to s/w her about CL. No answer. Left vm asking for a call back.	PA-Legal
11/15/2011	SD s/w Lisa @ CVTC who returned my phone call. Discussed the accompaniment to the 28th precinct as well as CL possibly testifying at City Council.	PA-Legal
11/16/2011	SD met with CL at CVTC and briefly discussed Belinda escorting her	Info-Other

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	to the 28th precinct to file her DIR as well as possibly testifying at City Council early next yr.	
11/16/2011	SD met with CL at CVTC and briefly discussed Belinda escorting her to the 28th precinct to file her DIR as well as possibly testifying at City Council early next yr.	Follow Up
11/16/2011	SD met with CL at CVTC and briefly discussed Belinda escorting her to the 28th precinct to file her DIR as well as possibly testifying at City Council early next yr.	Info-Legal
11/22/2011	SD called CVTC to s/w Lisa to let her know that Kelly and Belinda will be meeting at CVTC on Thursday (12/1) to head up to the 28th precinct.	PA-Legal
11/22/2011	BD s/w CL and arranged a date/time to meet @ CVTC and then to go up to the 28th precinct.	Info-Legal
11/22/2011	SD s/w CL who called in on the HL. Let her know that I hadn't been able to get a hold of her and had her s/w Belinda to schedule a time to go to the precinct.	Follow Up
11/22/2011	SD s/w CL who called in on the HL. Let her know that I hadn't been able to get a hold of her and had her s/w Belinda to schedule a time to go to the precinct.	Info-Legal
11/30/2011	SD advised CL that now that her OP was downgraded, it's critical that she obtain the DIR to prove the OP violation to the IDV judge.	Info-Legal
11/30/2011	SD called CL to s/w her about meeting tomorrow w/ BD to head to the 28th precinct.	Follow Up
11/30/2011	SD provided CL emotional support b/c of what occurred in IDV w/ her OP (hers was downgraded to a limited OP and he still has a stay away against her).	Crisis Counseling
11/30/2011	SD s/w CL about what happened in IDV court yesterday w/ her OP.	Info-Legal
11/30/2011	SD s/w CL about the possibility of a City Council hearing and let her know that it's still in the initial stages. I haven't heard anything more about it.	Info-Other
11/30/2011	SD confirmed the time/date for CL to meet with BD and head to the precinct.	Info-Legal
12/1/2011	SD called Lisa @ CVTC to give her an update on what took place today at the 28. No answer. Left vm. Also informed her about my conversation w/ KT and the potential to speak directly to Audrey but we need to be confident that there's nothing that can be used against CL.	PA-Legal
12/1/2011	BD met with CL at CVTC to accompany her to the 28th precinct. BD assisted CL with filing a DIR for the OP violation and emailed SD to inform her of what took place. CL was very happy with the effect of the accompaniment and articulated her desire for BD to accompany her in other respects.	CJA-DA
12/1/2011	SD s/w Lisa who called me back. Discussed CL's case and possibility	PA-

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	of a meeting to try and hash out the probability of going to DA's office with a solid case for dropping the charges. Will speak to KT about this.	Counseling
12/1/2011	SD s/w Lisa who called me back. Discussed CL's case and possibility of a meeting to try and hash out the probability of going to DA's office with a solid case for dropping the charges. Will speak to KT about this.	PA-Legal
12/1/2011	BD met with CL at CVTC to accompany her to the 28th precinct. BD assisted CL with filing a DIR for the OP violation and emailed SD to inform her of what took place. CL was very happy with the effect of the accompaniment and articulated her desire for BD to accompany her in other respects.	CJA-Police
12/1/2011	BD met with CL at CVTC to accompany her to the 28th precinct. BD assisted CL with filing a DIR for the OP violation and emailed SD to inform her of what took place. CL was very happy with the effect of the accompaniment and articulated her desire for BD to accompany her in other respects.	Info-Legal
12/1/2011	BD met with CL at CVTC to accompany her to the 28th precinct. BD assisted CL with filing a DIR for the OP violation and emailed SD to inform her of what took place. CL was very happy with the effect of the accompaniment and articulated her desire for BD to accompany her in other respects.	Follow Up
12/1/2011	BD met with CL at CVTC to accompany her to the 28th precinct. BD assisted CL with filing a DIR for the OP violation and emailed SD to inform her of what took place. CL was very happy with the effect of the accompaniment and articulated her desire for BD to accompany her in other respects.	Crisis Counseling
12/2/2011	SD emailed Lisa to arrange a time for us to meet w/ KT to discuss CL's case and develop a strategy for advocating with the DA's office.	PA-Legal
12/5/2011	SD s/w CL who called in very upset b/c she ran into RESP at the bodega and had to turn around and walk out while they (him and his friend) laughed at her.	Follow Up
12/5/2011	SD s/w CL to try and de-escalate her a bit, and then reminded her that the best thing she can do for now is protect herself from the OP even though it's infuriating.	Crisis Counseling
12/5/2011	SD s/w CL to try and de-escalate her a bit, and then reminded her that the best thing she can do for now is protect herself from the OP even though it's infuriating.	Safety Planning
12/5/2011	SD advised CL that KT and I need to review her papers from court so that we can see what exactly happened there before we can do any kind of advocacy on her behalf. CL will fax them today.	Info-Legal
12/6/2011	SD called CL unblocked to f/u on her vm from yesterday about her fax. It was not in the fax machine. No answer. Left vm.	Follow Up
12/6/2011	SD s/w CL who called in returning my vm. Confirmed for her that I did	Info-Legal

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	not receive the fax (checked again), so she is going to drop it by the office today. I gave her the address.	
12/6/2011	SD called CL unblocked to f/u on her vm from yesterday about her fax. It was not in the fax machine. No answer. Left vm.	Info-Legal
12/6/2011	SD s/w CL who called in returning my vm. Confirmed for her that I did not receive the fax (checked again), so she is going to drop it by the office today. I gave her the address.	Follow Up
12/7/2011	SD and Lisa s/w CL about how her actions, w/o the context of the history of DV against her, could have been seen as a batterer's actions.	Info-Legal
12/7/2011	SD met with CL at CVTC.	CVTC
12/7/2011	SD and Lisa s/w CL about the common tactics batterers use to intimidate their victims, and how some of her actions and statements could be misrepresented to look like those tactics.	Info-Legal
12/7/2011	SD s/w CL about the 28th precinct and their handling of the case.	Info-Legal
12/7/2011	SD provided CL w/ emotional support given the handling of her case to date.	Crisis Counseling
12/7/2011	SD s/w Lisa about CL's case and tried to set up a time for her to meet with KT and I to go over the court doc's in CL's possession and work out a coherent story to possibly present to the DA's office on CL's behalf.	PA-Legal
12/7/2011	SD s/w CL about the DA's office's handling of her case.	Info-Legal
12/8/2011	SD s/w Lisa and KT about setting up a meeting sometime next week.	PA-Legal
12/13/2011	SD tried calling Lisa @ CVTC again to set up a time to meet w/ KT re. CL's legal case. Trying for tomorrow afternoon near the end of the day.	PA-Legal
12/13/2011	SD s/w Lisa who called me back, and we set up the time of 3pm tomorrow to meet w/ KT to review CL's legal case.	PA-Legal
12/20/2011	SD called Lisa returning her message about setting up a time to meet w/ KT re. CL's legal case. No answer. Left vm.	PA-Other
12/20/2011	SD called Lisa returning her message about setting up a time to meet w/ KT re. CL's legal case. No answer. Left vm.	PA-Legal
12/20/2011	SD s/w Lisa @ CVTC and (tentatively) set up a meeting for next week on Wed @ 11 am.	PA-Legal
12/28/2011	SD met w/ Lisa & KT re. CL's case; Family Court OP, Crim Court charges, and proving she's a survivor of DV.	PA-Legal
12/28/2011	KT met w/ Lisa & SD re. CL's case: Family Court OP, Crim Court charges, and proving she's a survivor of DV.	PA-Counseling
12/28/2011	KT met w/ Lisa & SD re. CL's case: Family Court OP, Crim Court charges, and proving she's a survivor of DV.	PA-Legal
12/28/2011	SD met w/ Lisa & KT re. CL's case; Family Court OP, Crim Court charges, and proving she's a survivor of DV.	PA-Family Court

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12/28/2011	SD met w/ Lisa & KT re. CL's case; Family Court OP, Crim Court charges, and proving she's a survivor of DV.	PA-Counseling
12/28/2011	KT met w/ Lisa & SD re. CL's case: Family Court OP, Crim Court charges, and proving she's a survivor of DV.	PA-Family Court
1/5/2012	KT met with Lisa, SD, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	PA-Family Court
1/5/2012	KT met with Lisa, SD, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	PA-Legal
1/5/2012	SD met w/ Lisa, KT, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	Safety Planning
1/5/2012	KT met with Lisa, SD, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	Safety Planning
1/5/2012	KT met with Lisa, SD, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	Crisis Counseling
1/5/2012	SD met w/ Lisa, KT, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	Crisis Counseling
1/5/2012	SD met w/ Lisa, KT, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	PA-Legal
1/5/2012	SD met w/ Lisa, KT, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	PA-Family Court
1/5/2012	SD met w/ Lisa, KT, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	PA-Counseling
1/5/2012	KT met with Lisa, SD, and CL to discuss the FC case, the CC charges against her, short and long-term priorities and goals, and forming an effective strategy to address them.	PA-Counseling
1/11/2012	SD explained what our strategy will be in advocating with the DA's office and reminded her that while we believe her story, we have to know exactly what took place (whether it was incriminating or not) so that we can lay out the entire context of DV and its impact on her actions.	Info-Legal
1/11/2012	SD s/w CL about the different sub-sections of the aggravated harassment charge that she's facing and what they mean.	Info-Legal
1/11/2012	SD met w/ CL at CVTC to discuss the charges in-depth and to get a full account of her version of events.	Follow Up



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1/11/2012	SD did some emotional, physical, and legal SP w/ CL because he is still calling her and she is talking to him b/c she misses him.	Safety Planning
1/11/2012	SD provided CL w/ emotional support throughout this process.	Crisis Counseling
1/11/2012	SD s/w CL in-depth about her version of events (# of phone calls and texts, what was said, the nature of the interactions w/ him, and her intent during these interactions). Recorded CL's version of events in a timeline format.	PA-Legal
1/12/2012	KT s/w Audrey Moore, CHief of DV Bureau @ NYCo DA's office, to inquire about case and raise issues of victim treated as perp. AM requested email with identifying email; I will follow up with her.	CJA-DA
1/13/2012	SD s/w CL who called in on the HL.	Follow Up
1/13/2012	SD offered CL emotional support b/c of how traumatized she was yesterday over her attorney's conduct.	Crisis Counseling
1/13/2012	SD s/w CL about her decision to fire Kartegener and the possibility of tapping into her resources at the Legal Aid office since she had a good feeling about them.	Info-Legal
1/13/2012	SD s/w CL about what the plea offer could mean for her and that it illustrates a possible problem with the state's case.	Info-Legal
1/13/2012	SD did some SP w/ CL b/c she mentioned just waking up (3:15pm) after taking sleeping pills the night before. She clarified that she didn't try to overdose; she took them just to knock her out.	Safety Planning
1/13/2012	SD called Lisa @ CVTC to update her on the case. No answer. Left vm requesting a call back.	PA-Legal
1/17/2012	SD called for Lisa @ CVTC again returning her vm. No answer. Left vm letting her know what happened w/ ADA since she's meeting with CL at 2pm today and asked her to call me.	PA-Legal
1/19/2012	SD s/w CL who called in on the HL but she hung up when I tried to talk to her about leaving a vm on our phone rather than calling over and over again. I informed her that we can't have someone call incessantly and that I was planning on returning her message when CL got frustrated and hung up the phone.	Follow Up
1/19/2012	KT emailed Audrey Moore and Lisa Haileselassie re: case status and advocating for dismissal.	CJA-DA
1/19/2012	SD s/w Lisa who called in returning my vm. S/w her about CL's case and the upcoming disorderly conduct hearing.	PA-Counseling
1/19/2012	SD sent KT the info for CL's case and the info for RESP who then forwarded that info to Audrey Moore at the DA's office.	CJA-DA
1/19/2012	SD s/w Lisa who called in returning my vm. S/w her about CL's case and the upcoming disorderly conduct hearing.	PA-Legal
1/19/2012	SD s/w CL who called in on the HL but she hung up when I tried to talk to her about leaving a vm on our phone rather than calling over and over again. I informed her that we can't have someone call	Info-Legal

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	incessantly and that I was planning on returning her message when CL got frustrated and hung up the phone.	
1/19/2012	SD called Lisa @ CVTC back returning her vm from earlier today. No answer. Left a detailed vm about CL as well as about the other HL case they were helping us with.	PA-Legal
1/20/2012	SD s/w CL who called in on the HL about yesterday's conversation.	Follow Up
1/20/2012	SD gave CL emotional support in response to her anxiety over the criminal charges against her.	Crisis Counseling
1/20/2012	SD s/w CL about the criminal charges pending against her and the upcoming hearing on the disorderly conduct case.	Info-Legal
1/24/2012	SD s/w CL who called in on the HL w/ an update on the disorderly conduct case. ADA Wells offered an ACD, but she did not accept.	Info-Legal
1/24/2012	SD s/w CL who called in on the HL w/ an update on the disorderly conduct case. ADA Wells offered an ACD, but she did not accept.	Follow Up
1/31/2012	SD informed CL that we gave her info and the info of the case to the SVB chief (Audrey Moore) in the DA's office a couple weeks ago and we're still waiting on the outcome of that.	Info-Legal
1/31/2012	SD informed CL that even one missed court date can result in a dismissal of her FC case against RESP, which is what happened. However, she didn't show b/c Kartegener told her the wrong date and they've given her until Mon to come back w/ a new attorney.	Info-Legal
1/31/2012	SD informed CL that if ADA Wells knew she wasn't going to take the deal, then he didn't have to formally offer it to her (it sounds like he did not).	Info-Legal
1/31/2012	SD s/w CL who called in on the HL very upset and threatening to "go to the Bk Bridge" right now (basically providing an underlying implication of suicidality).	Crisis Counseling
1/31/2012	SD s/w CL who called in on the HL very upset and threatening to "go to the Bk Bridge" right now (basically providing an underlying implication of suicidality).	Follow Up
2/3/2012	SD s/w CL who called in on the HL about the pending crim charges. Wanted to know what we "sent" to the DA's office and I informed her that we only provided her name and the docket # of the case b/c that's all they wanted.	Follow Up
2/3/2012	SD s/w CL who called in on the HL about the pending crim charges. Wanted to know what we "sent" to the DA's office and I informed her that we only provided her name and the docket # of the case b/c that's all they wanted.	Info-Legal
2/3/2012	SD confirmed w/ CL that it would still be okay to present what she gave us to the DA's office if they ask for it. She said that was fine.	Info-Legal
2/6/2012	SD called Lisa @ CVTC back returning her call re. status of CL's case and advocacy with DA's office.	PA-Legal
2/6/2012	SD s/w CL who called in to update me on the case.	Follow Up



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2/6/2012	SD s/w CL about the pending crim case and her new Legal Aid attorney.	Info-Legal
2/6/2012	SD s/w CL about meeting w/ her Legal Aid attorney. Will discuss w/ KT and see if there is an appropriate meeting time this week (may not be possible this week).	Info-Legal
2/7/2012	SD responded to CL's email w/ corrected count info, docket #'s, and an explanation of what an ACD is for her formal complaint about the DA's office.	Info-Legal
2/7/2012	SD s/w Lisa who called re. the pending criminal charges and case developments. Lisa will be seeing CL later today for a counseling session.	PA-Counseling
2/7/2012	SD responded to CL's email w/ corrected count info, docket #'s, and an explanation of what an ACD is for her formal complaint about the DA's office.	Info-Legal
2/7/2012	SD responded to CL's email w/ corrected count info, docket #'s, and an explanation of what an ACD is for her formal complaint about the DA's office.	Info-Legal
2/7/2012	SD responded to CL's email w/ corrected count info, docket #'s, and an explanation of what an ACD is for her formal complaint about the DA's office.	Follow Up
2/7/2012	SD s/w Lisa who called re. the pending criminal charges and case developments. Lisa will be seeing CL later today for a counseling session.	PA-Legal
2/7/2012	SD informed CL that Lisa @ CVTC called me re. updates on the case and that she's prob concerned about that.	Info-Counseling
2/7/2012	SD provided CL my email address b/c she would like me to look over the formal complaint she's going to write about the DA's office's handling of her case. I agreed to look at it.	Info-Legal
2/7/2012	SD informed CL that her theory as to overall office responsibility may not be true; it's highly unlikely the entire DA's office is involved (as opposed to ADA Stroben and/or Wells).	Info-Legal
2/7/2012	SD s/w CL who called in on the HL w/ an update on the case. Her neighbor is on the community board with an inspector at the 28th, and the neighbor asked him what was going on w/ CL's case. The inspector allegedly stated that it was all the DA's office.	Follow Up
2/7/2012	SD provided CL w/ emotional support re. the new info she's rec'd about the DA's office's conduct in her case (according to an inspector at the 28th precinct that is).	Crisis Counseling
2/8/2012	KT emailed Lisa Haileselassie and SD re: conversation with defense attorney and gathering evidence, developing plan for crisis management, reporting on performance in court, etc.	PA-Counseling
2/8/2012	KT emailed Tajuana Johnson w/ same info	PA-Legal
2/8/2012	KT emailed Lisa Haileselassie and SD re: conversation with defense	PA-Legal

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	attorney and gathering evidence, developing plan for crisis management, reporting on performance in court, etc.	
2/8/2012	KT called Tajuana Johnson, CL's new defense attorney at Legal Aid, and left message advising of who I am and my role in case.	PA-Legal
2/8/2012	KT emailed Tajuana Johnson w/ same info	CJA-Other
2/8/2012	KT called Tajuana Johnson, CL's new defense attorney, and discussed situation briefly. Discussed our role and the ways we can support. She is interested in our working with Kelly to prepare documents re: her victimization. I will reach out to SD and LH re: preparing this evidence.	CJA-Other
2/8/2012	KT called Tajuana Johnson, CL's new defense attorney at Legal Aid, and left message advising of who I am and my role in case.	CJA-Other
2/15/2012	SD met w/ CL briefly at CVTC re. doc's to bring to Friday's meeting w/ Tajuana (e.g. records from glass companies, medical records from incidents identified on her timeline, etc.). CL stated that she's scared about the trial and I validated her feelings about that.	Follow Up
2/15/2012	SD met w/ CL briefly at CVTC re. doc's to bring to Friday's meeting w/ Tajuana (e.g. records from glass companies, medical records from incidents identified on her timeline, etc.). CL stated that she's scared about the trial and I validated her feelings about that.	Info-Legal
2/15/2012	SD met w/ CL briefly at CVTC re. doc's to bring to Friday's meeting w/ Tajuana (e.g. records from glass companies, medical records from incidents identified on her timeline, etc.). CL stated that she's scared about the trial and I validated her feelings about that.	Crisis Counseling
2/16/2012	SD called CL to remind her to bring the doctor's reports and receipts from the glass companies tomorrow. No answer. Left vm and also emailed CL w/ the same request.	Follow Up
2/16/2012	SD called CL to remind her to bring the doctor's reports and receipts from the glass companies tomorrow. No answer. Left vm and also emailed CL w/ the same request.	Info-Legal
2/17/2012	KT met w/ Lisa Haileselassie, Tajuana Johnson and CL to discuss criminal case. Discussed strategy, prospects, useful ways to prepare.	Follow Up
2/17/2012	KT met w/ Lisa Haileselassie, Tajuana Johnson and CL to discuss criminal case. Discussed strategy, prospects, ACD v. dismissal, useful ways to prepare.	Safety Planning
2/17/2012	KT met w/ Lisa Haileselassie, Tajuana Johnson and CL to discuss criminal case. Discussed strategy, prospects, useful ways to prepare.	PA-Legal
2/17/2012	KT met w/ Lisa Haileselassie and Tajuana Johnson to discuss case. Discussed outlook, position of prosecutor, attorney's impression of defense issues. Discussed ways we can assist, victimization, etc.	PA-Legal
2/17/2012	KT met w/ Lisa Haileselassie and Tajuana Johnson to discuss case. Discussed outlook, position of prosecutor, attorney's impression of defense issues. Discussed ways we can assist, victimization, bottom lines for CL re: safety and autonomy.	Safety Planning

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2/17/2012	KT met w/ Lisa Haileselassie and Tajuana Johnson to discuss case. Discussed outlook, position of prosecutor, attorney's impression of defense issues. Discussed ways we can assist, victimization, etc.	CJA-Other
2/17/2012	KT met w/ Lisa Haileselassie, Tajuana Johnson and CL to discuss criminal case. Discussed strategy, prospects, useful ways to prepare.	CJA-Other
2/24/2012	KT met w/ CL and defense atty Tajuana Johnson. Discussed history of abuse and clarified facts from timeline. Discussed current charges against her and potential outcomes. KT and CL listened in to TJ's phone call with ADA Wells. They have a recording of the OP violation and therefore TJ feels she will not be offered lower than a Family ACD. Discussed future recourse for injustice of dropping charges against her. TJ offered to help bring a case against prosecutor for abuse of discretion. CL very upset at prospects and will consider whether to accept ACD. TJ advised she intends to do a full investigation. We will support however we can.	Crisis Counseling
2/24/2012	KT met w/ CL and defense atty Tajuana Johnson. Discussed history of abuse and clarified facts from timeline. Discussed current charges against her and potential outcomes. KT and CL listened in to TJ's phone call with ADA Wells. They have a recording of the OP violation and therefore TJ feels she will not be offered lower than a Family ACD. Discussed future recourse for injustice of dropping charges against her. TJ offered to help bring a case against prosecutor for abuse of discretion. CL very upset at prospects and will consider whether to accept ACD. TJ advised she intends to do a full investigation. We will support however we can. Discussed safety issues while she remains living next door to perp w/o an active order, which was dismissed 1/31/12.	Safety Planning
2/24/2012	KT met w/ CL and defense atty Tajuana Johnson. Discussed history of abuse and clarified facts from timeline. Discussed current charges against her and potential outcomes. KT and CL listened in to TJ's phone call with ADA Wells. They have a recording of the OP violation and therefore TJ feels she will not be offered lower than a Family ACD. Discussed future recourse for injustice of dropping charges against her. TJ offered to help bring a case against prosecutor for abuse of discretion. CL very upset at prospects and will consider whether to accept ACD. TJ advised she intends to do a full investigation. We will support however we can.	Follow Up
2/24/2012	KT met w/ CL and defense atty Tajuana Johnson. Discussed history of abuse and clarified facts from timeline. Discussed current charges against her and potential outcomes. KT and CL listened in to TJ's phone call with ADA Wells. They have a recording of the OP violation and therefore TJ feels she will not be offered lower than a Family ACD. Discussed future recourse for injustice of dropping charges against her. TJ offered to help bring a case against prosecutor for abuse of discretion. CL very upset at prospects and will consider whether to accept ACD. TJ advised she intends to do a full	CJA-Other

Services		
Service Date	Service Notes	Type of Service
	investigation. We will support however we can.	
2/24/2012	KT met w/ CL and defense atty Tajuana Johnson. Discussed history of abuse and clarified facts from timeline. Discussed current charges against her and potential outcomes. KT and CL listened in to TJ's phone call with ADA Wells. They have a recording of the OP violation and therefore TJ feels she will not be offered lower than a Family ACD. Discussed future recourse for injustice of dropping charges against her. TJ offered to help bring a case against prosecutor for abuse of discretion. CL very upset at prospects and will consider whether to accept ACD. TJ advised she intends to do a full investigation. We will support however we can.	PA-Legal
2/24/2012	KT met w/ CL and defense atty Tajuana Johnson. Discussed history of abuse and clarified facts from timeline. Discussed current charges against her and potential outcomes. KT and CL listened in to TJ's phone call with ADA Wells. They have a recording of the OP violation and therefore TJ feels she will not be offered lower than a Family ACD. Discussed future recourse for injustice of dropping charges against her. TJ offered to help bring a case against prosecutor for abuse of discretion. CL very upset at prospects and will consider whether to accept ACD. TJ advised she intends to do a full investigation. We will support however we can.	Info-Legal
2/24/2012	Discussed right to file for another OP if necessary.	Info-Family Court
2/27/2012	SD informed CL that I don't know how this is all going to play out, but that the ADA has to prove that she had the intent to commit the crimes she's charged with.	Info-Legal
2/27/2012	SD advised CL to take her cues from Tajuana and to let her handle the case.	Info-Legal
2/27/2012	SD s/w CL briefly but I had not spoken to KT yet about the meeting they all had on Friday (I was out of town). Provided her w/ some emotional support and also discussed the statements the ADA apparently made to Tajuana.	Info-Legal
2/27/2012	SD s/w CL briefly but I had not spoken to KT yet about the meeting they all had on Friday (I was out of town). Provided her w/ some emotional support and also discussed the statements the ADA apparently made to Tajuana.	Follow Up
2/27/2012	SD s/w CL briefly but I had not spoken to KT yet about the meeting they all had on Friday (I was out of town). Provided her w/ some emotional support and also discussed the statements the ADA apparently made to Tajuana.	Crisis Counseling
3/2/2012	SD s/w CL who called in scared about the hearing on Tuesday. SD offered emotional support.	Crisis Counseling
3/2/2012	SD s/w CL who called back to ask about the ACD and her ability to sue after the 1 yr time period is up. I confirmed what both KT and Tajuana told her about this on Friday.	Info-Legal

Services		
Service Date	Service Notes	Type of Service
3/2/2012	SD s/w CL who called back to ask about the ACD and her ability to sue after the 1 yr time period is up. I confirmed what both KT and Tajuana told her about this on Friday.	Follow Up
3/2/2012	SD s/w Lisa @ CVTC about my conversation w/ CL earlier today. Let her know that CL was pretty upset, but I was able to talk her down.	PA-Counseling
3/2/2012	SD s/w Lisa @ CVTC who returned my call. Discussed the hearing on Tuesday and the fact that she might not be able to go. Also discussed the 30/30, which is a no go b/c Kartegener did ask for an adjournment.	PA-Legal
3/2/2012	SD informed CL that I have no idea who the "phone expert" the ADA mentioned to Tajuana would be, but that Raheem has to confirm to the court that the phone call came from CL on the alleged date after the OP was issued.	Info-Legal
3/2/2012	SD s/w CL about Raheem showing up at the hearing on Tuesday to vet the phone call for the contempt of court charge, and CL reiterated that he won't be there.	Info-Legal
3/2/2012	SD informed CL that the ADA has to prove 3 things: 1) that she committed the crime, 2) that she had the intent to commit the crime, and 3) these two things beyond a reasonable doubt.	Info-Legal
3/2/2012	SD s/w CL who called in scared about the hearing on Tuesday. SD offered emotional support.	Follow Up
3/2/2012	SD informed CL that if this goes to trial, the ADA has to provide his evidence to Tajuana who will have the opportunity to investigate all of it.	Info-Legal
3/6/2012	SD s/w CL after hearing and advised her that it's essential that she listen to and trust Tajuana's actions in court. Confirmed what Tajuana told her after court about how to act when in front of the judge, and to let her make the plays.	Crisis Counseling
3/6/2012	SD s/w CL after hearing and informed her that when Tajuana checked the calendar, she found that Kartegener had agreed to each adjournment, so today is the first day of the 30/30 clock. This is why she needs to let Tajuana control what's happening in court (she was trying to push the next hearing back into April to run down the clock).	Info-Legal
3/6/2012	SD went to IDV w/ Tajuana, Rammel (from CVTC), and CL for criminal trial hearing. People weren't ready. 30/30 time started. Adjourned until 3/15/12.	PA-Legal
3/6/2012	SD s/w CL after hearing and advised her that it's essential that she listen to and trust Tajuana's actions in court. Confirmed what Tajuana told her after court about how to act when in front of the judge, and to let her make the plays.	Info-Legal
3/6/2012	SD s/w CL after hearing about the trajectory of the case over the past year from 300+ charges to an ACD to now not being ready when Tajuana indicated she is ready.	Info-Legal
3/6/2012	SD went to IDV w/ Tajuana, Rammel (from CVTC), and CL for	CJA-DA

Services		
Service Date	Service Notes	Type of Service
	criminal trial hearing. People weren't ready. 30/30 time started. Adjourned until 3/15/12.	
3/6/2012	SD went to IDV w/ Tajuana, Rammel (from CVTC), and CL for criminal trial hearing. People weren't ready. 30/30 time started. Adjourned until 3/15/12.	PA-Counseling
3/8/2012	KT s/w Tajuana, CL's defense attorney. Discussed issues with the case, potential responses to assist with the criminal charges.	PA-Legal
3/9/2012	KT s/w CL and discussed what happened in court. Discussed straying from plan, CL's concerns with prosecution, etc. Did CC.	Follow Up
3/9/2012	KT s/w CL and discussed what happened in court. Discussed straying from plan, CL's concerns with prosecution, etc. Did CC.	Crisis Counseling
3/9/2012	KT s/w CL and discussed what happened in court. Discussed straying from plan, CL's concerns with prosecution, etc. Did CC.	Info-Legal
3/13/2012	KT s/w CL's social worker Lisa Haileselassie and discussed case. Discussed mental health issues and appropriate responses. Discussed ways to assist CL's attorney.	PA-Counseling
3/13/2012	KT s/w CL's social worker Lisa Haileselassie and discussed case. Discussed mental health issues and appropriate responses. Discussed ways to assist CL's attorney.	CVTC
3/13/2012	KT s/w CL's social worker Lisa Haileselassie and discussed case. Discussed mental health issues and appropriate responses. Discussed ways to assist CL's attorney.	PA-Legal
3/14/2012	KT met w/ CL and Tajuana Johnson; discussed cases. Discussed defense for violation as well as disorderly conduct. Discussed issues with presentation in court, how to manage abusive and manipulative tactics by abuser, how to stay safe during process. Did CC w/ CL as she was extremely distressed by the conversation. Discussed plan for upcoming court	Crisis Counseling
3/14/2012	KT met w/ CL and Tajuana Johnson; discussed cases. Discussed defense for violation as well as disorderly conduct. Discussed issues with presentation in court, how to manage abusive and manipulative tactics by abuser, how to stay safe during process. Did CC w/ CL as she was extremely distressed by the conversation. Discussed plan for upcoming court	Info-Legal
3/14/2012	KT met w/ CL and Tajuana Johnson; discussed cases. Discussed defense for violation as well as disorderly conduct. Discussed issues with presentation in court, how to manage abusive and manipulative tactics by abuser, how to stay safe during process. Did CC w/ CL as she was extremely distressed by the conversation. Discussed plan for upcoming court	PA-Legal
3/14/2012	KT met w/ CL and Tajuana Johnson; discussed cases. Discussed defense for violation as well as disorderly conduct. Discussed issues with presentation in court, how to manage abusive and manipulative tactics by abuser, how to stay safe during process. Did CC w/ CL as	Safety Planning



Services		
Service Date	Service Notes	Type of Service
	she was extremely distressed by the conversation. Discussed plan for upcoming court	
3/14/2012	KT met w/ CL and Tajuana Johnson; discussed cases. Discussed defense for violation as well as disorderly conduct. Discussed issues with presentation in court, how to manage abusive and manipulative tactics by abuser, how to stay safe during process. Did CC w/ CL as she was extremely distressed by the conversation. Discussed plan for upcoming court	Follow Up
3/14/2012	KT met w/ CL and Tajuana Johnson; discussed cases. Discussed defense for violation as well as disorderly conduct. Discussed issues with presentation in court, how to manage abusive and manipulative tactics by abuser, how to stay safe during process. Did CC w/ CL as she was extremely distressed by the conversation. Discussed plan for upcoming court	CJA-Other
3/15/2012	KT s/w CL who reported on court case. Raheem did not show up in court again. Prosecutor requested an adjournment on the case and advised he still needed more time. CL distressed by the extension of the case but understood the legal strategy.	Follow Up
3/15/2012	KT s/w CL who reported on court case. Raheem did not show up in court again. Prosecutor requested an adjournment on the case and advised he still needed more time. CL distressed by the extension of the case but understood the legal strategy.	Crisis Counseling
3/15/2012	KT s/w CL who reported on court case. Raheem did not show up in court again. Prosecutor requested an adjournment on the case and advised he still needed more time. CL distressed by the extension of the case but understood the legal strategy.	Info-Legal
3/21/2012	KT s/w CL and discussed upcoming court. She spoke with her defense attorney who wants her to begin collecting evidence. Atty said she does not want to flush out the case before seeing what the prosecutor has. CL and I discussed abuse issues and her efforts to try to keep the situation under wraps. Did safety planning and discussed strategy for getting protection once this is over. CL became very distressed during the conversation and I tried to calm her down a little bit. She is very worried about the ways her abuser will use this against her in the future.	Info-Legal
3/21/2012	KT s/w CL and discussed upcoming court. She spoke with her defense attorney who wants her to begin collecting evidence. Atty said she does not want to flush out the case before seeing what the prosecutor has. CL and I discussed abuse issues and her efforts to try to keep the situation under wraps. Did safety planning and discussed strategy for getting protection once this is over. CL became very distressed during the conversation and I tried to calm her down a little bit. She is very worried about the ways her abuser will use this against her in the future.	Safety Planning
3/21/2012	KT s/w CL and discussed upcoming court. She spoke with her	Follow Up

Services		
Service Date	Service Notes	Type of Service
	defense attorney who wants her to begin collecting evidence. Atty said she does not want to flush out the case before seeing what the prosecutor has. CL and I discussed abuse issues and her efforts to try to keep the situation under wraps. Did safety planning and discussed strategy for getting protection once this is over. CL became very distressed during the conversation and I tried to calm her down a little bit. She is very worried about the ways her abuser will use this against her in the future.	
3/21/2012	KT s/w CL and discussed upcoming court. She spoke with her defense attorney who wants her to begin collecting evidence. Atty said she does not want to flush out the case before seeing what the prosecutor has. CL and I discussed abuse issues and her efforts to try to keep the situation under wraps. Did safety planning and discussed strategy for getting protection once this is over. CL became very distressed during the conversation and I tried to calm her down a little bit. She is very worried about the ways her abuser will use this against her in the future.	Crisis Counseling
3/26/2012	KT s/w CL and discussed that I could not attend Monday's meeting. CL understood. CL stated that she was receiving messages on her "Kelly Price" phone line from a blocked number and she believed it was Kenya Wells calling her. CL stated that the called said sexually explicit things and was harassing her. She has received repeated messages from this number. CL was very upset. Did a little CC. Discussed legal strategy and our potential role - will help to gather documents as her defense attorney sees fit.	Follow Up
3/26/2012	KT s/w CL and discussed that I could not attend Monday's meeting. CL understood. CL stated that she was receiving messages on her "Kelly Price" phone line from a blocked number and she believed it was Kenya Wells calling her. CL stated that the called said sexually explicit things and was harassing her. She has received repeated messages from this number. CL was very upset. Did a little CC. Discussed legal strategy and our potential role - will help to gather documents as her defense attorney sees fit.	Crisis Counseling
3/26/2012	KT s/w CL and discussed that I could not attend Monday's meeting. CL understood. CL stated that she was receiving messages on her "Kelly Price" phone line from a blocked number and she believed it was Kenya Wells calling her. CL stated that the called said sexually explicit things and was harassing her. She has received repeated messages from this number. CL was very upset. Did a little CC. Discussed legal strategy and our potential role - will help to gather documents as her defense attorney sees fit.	Info-Legal
4/3/2012	SD s/w CL who called in with an update on court today. ADA announced he wasn't ready, and the case was adjourned until 5/23/12. Discussed with CL that WebCrims won't be reliable for counting days b/c it's dependent on the judge's calendar. CL requested call back from KT.	Follow Up

Services		
Service Date	Service Notes	Type of Service
4/3/2012	SD s/w CL who called in with an update on court today. ADA announced he wasn't ready, and the case was adjourned until 5/23/12. Discussed with CL that WebCrimis won't be reliable for counting days b/c it's dependent on the judge's calendar. CL requested call back from KT.	Crisis Counseling
4/3/2012	SD s/w CL who called in with an update on court today. ADA announced he wasn't ready, and the case was adjourned until 5/23/12. Discussed with CL that WebCrimis won't be reliable for counting days b/c it's dependent on the judge's calendar. CL requested call back from KT.	Info-Legal
4/3/2012	KT called back CL	Follow Up
4/3/2012	KT rec'd message from CL	Follow Up
4/4/2012	SD consulted w/ Lisa at CVTC after s/w CL the day before re. charges pending against CL, CL working w/ her attorney instead of around her, and how CL is coping with everything.	PA-Legal
4/4/2012	SD consulted w/ Lisa at CVTC after s/w CL the day before re. charges pending against CL, CL working w/ her attorney instead of around her, and how CL is coping with everything.	PA-Counseling
4/4/2012	KT s/w CL and made plans for meeting with attorney - scheduled tentatively for next week.	Follow Up
4/4/2012	KT left message for CL	Follow Up
4/4/2012	KT s/w CL and made plans for meeting with attorney - scheduled tentatively for next week.	Info-Legal
4/16/2012	KT rec'd message from CL inquiring about date of appointment	Follow Up
4/16/2012	KT l/m for CL advising of appointment tomorrow at 4	Follow Up
4/16/2012	KT l/m for CL advising of appointment tomorrow at 4	Info-Legal
4/16/2012	KT emailed CL's attorney to confirm appointment time	CJA-Other
4/16/2012	KT rec'd response from CL's attorney advising she was out of town and would check upon return	CJA-Other
4/17/2012	KT rec'd message from CL confirming appt	Follow Up
4/17/2012	KT left message for CL confirming appt.	Follow Up
4/17/2012	KT rec'd email from CL's attorney advising she can still meet at 4 today if CL is available.	CJA-Other
4/30/2012	KT s/w CL and discussed housing court issues. Discussed eviction process and strategies to respond. CL stated she has retained records and we discussed requesting a summary of allegations and responding in turn to each with the evidence she has.	Crisis Counseling
4/30/2012	KT s/w CL and discussed housing court issues. Discussed eviction process and strategies to respond. CL stated she has retained records and we discussed requesting a summary of allegations and responding in turn to each with the evidence she has.	Info-Housing
4/30/2012	Discussed pending criminal case and meeting - will meet tomorrow at	CJA-Other

Services		
Service Date	Service Notes	Type of Service
	4 with attorney.	
4/30/2012	KT s/w CL and discussed housing court issues. Discussed eviction process and strategies to respond. CL stated she has retained records and we discussed requesting a summary of allegations and responding in turn to each with the evidence she has.	Follow Up
5/1/2012	KT attended meeting with CL at CL's attorneys office. Discussed collection of evidence to establish victimization. Discussed evidentiary issues, legal relevance, defenses. Discussed issues with prosecutorial misconduct - failure to pursue witnesses, etc.	Crisis Counseling
5/1/2012	KT attended meeting with CL at CL's attorneys office. Discussed collection of evidence to establish victimization. Discussed evidentiary issues, legal relevance, defenses. Discussed issues with prosecutorial misconduct - failure to pursue witnesses, etc.	PA-Legal
5/1/2012	KT attended meeting with CL at CL's attorneys office. Discussed collection of evidence to establish victimization. Discussed evidentiary issues, legal relevance, defenses. Discussed issues with prosecutorial misconduct - failure to pursue witnesses, etc.	Safety Planning
5/1/2012	KT attended meeting with CL at CL's attorneys office. Discussed collection of evidence to establish victimization. Discussed evidentiary issues, legal relevance, defenses. Discussed issues with prosecutorial misconduct - failure to pursue witnesses, etc.	Follow Up
5/1/2012	KT attended meeting with CL at CL's attorneys office. Discussed collection of evidence to establish victimization. Discussed evidentiary issues, legal relevance, defenses. Discussed issues with prosecutorial misconduct - failure to pursue witnesses, etc.	CJA-Other
5/4/2012	KT left message for CL re: evidence collecting.	Follow Up
5/4/2012	MM left message for CL. To collect more info on issues on case.	Follow Up
5/16/2012	KT emailed CL's attorney re: criminal case and evidence collecting.	CJA-Other
5/16/2012	KT rec'd response from CL's attorney advising no progress had been made.	CJA-Other
5/22/2012	KT rec'd email from CL's attorney advising that the 30-30 deadline had run out according to her information.	CJA-Other
5/22/2012	KT replied to CL's attorney via email.	CJA-Other
5/24/2012	SD s/w CL again who called back to say that she was able to find the case on WebCrim. I tried again and found it too. Case continued to 6/6/12. Verified to CL that I could find it, and suggested that I probably couldn't find it this morning b/c the site hadn't updated yet.	Follow Up
5/24/2012	SD called Lisa @ CVTC to verify the charges were dropped. No answer. Left vm.	PA-Legal
5/24/2012	SD s/w CL again who called back to say that she was able to find the case on WebCrim. I tried again and found it too. Case continued to 6/6/12. Verified to CL that I could find it, and suggested that I probably couldn't find it this morning b/c the site hadn't updated yet.	Crisis Counseling

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Service Date	Service Notes	Type of Service
5/24/2012	SD s/w CL again who called back to say that she was able to find the case on WebCrims. I tried again and found it too. Case continued to 6/6/12. Verified to CL that I could find it, and suggested that I probably couldn't find it this morning b/c the site hadn't updated yet.	Info-Legal
5/24/2012	SD s/w CL who called in about what happened in the hearing yesterday. Informed her of what I told Lisa about the WebCrims info, but also that this doesn't mean the case was dismissed. It's possible the website hasn't been updated yet; however, it sounds like the case is about to be dismissed based on what happened in yesterday's hearing.	Follow Up
5/24/2012	SD s/w CL who called in about what happened in the hearing yesterday. Informed her of what I told Lisa about the WebCrims info, but also that this doesn't mean the case was dismissed. It's possible the website hasn't been updated yet; however, it sounds like the case is about to be dismissed based on what happened in yesterday's hearing.	Info-Legal
5/24/2012	SD s/w CL who called in about what happened in the hearing yesterday. Informed her of what I told Lisa about the WebCrims info, but also that this doesn't mean the case was dismissed. It's possible the website hasn't been updated yet; however, it sounds like the case is about to be dismissed based on what happened in yesterday's hearing.	Crisis Counseling
5/29/2012	KT s/w CL and discussed court case. She believes that her case will be dismissed based on speedy trial requirements. CL's attorney will file a motion to dismiss on that basis. Explained to CL that once the motion to dismiss is filed the prosecutor will have the opportunity to reply and the cas	
5/30/2012	SD s/w CL briefly at CVTC and discussed the CC case. CL believes the case will be dropped b/c her attorney assured she would file the motion to dismiss. Advised CL to be patient and follow her attorney's lead.	Crisis Counseling
5/30/2012	SD s/w CL briefly at CVTC and discussed the CC case. CL believes the case will be dropped b/c her attorney assured she would file the motion to dismiss. Advised CL to be patient and follow her attorney's lead.	Info-Legal
5/30/2012	SD s/w CL briefly at CVTC and discussed the CC case. CL believes the case will be dropped b/c her attorney assured she would file the motion to dismiss. Advised CL to be patient and follow her attorney's lead.	Follow Up
5/31/2012	SD informed CL that in regards to getting her bail back, she will need ID but she should also discuss that w/ Tajuana to get a better idea of how that will all work out.	Info-Legal
5/31/2012	SD s/w CL who called back returning my vm. She said that Tajuana filed the motion to dismiss today, and is trying to get a clerk to look at it today (she's unsure if she can pull that off). CL will keep us posted.	Follow Up

Services		
Service Date	Service Notes	Type of Service
5/31/2012	SD called CL back returning her messages from this morning. No answer. Left vm.	Follow Up
6/6/2012	KT emailed CL's attorney in response.	CJA-Other
6/6/2012	KT called CL and left message advising atty was aware of situation.	Follow Up
6/6/2012	KT rec'd email from atty advising she had heard the case got called and re: CL's reaction.	CJA-Other
6/6/2012	KT emailed CL's attorney to see where she was.	CJA-Other
6/6/2012	KT s/w CL who called in crisis. Her attorney was late to court and the judge called the case, knowing she was not present. The case got adjourned for two months. CL is very fearful of what will happen and stressed over trying to manage this case and the pressure from Raheem. Discussed options; she is considering trying to fire Tajuana and represent herself today so that the hearing will be heard.	Info-Other
6/6/2012	KT s/w CL who called in crisis. Her attorney was late to court and the judge called the case, knowing she was not present. The case got adjourned for two months. CL is very fearful of what will happen and stressed over trying to manage this case and the pressure from Raheem. Discussed options; she is considering trying to fire Tajuana and represent herself today so that the hearing will be heard.	Info-Legal
6/6/2012	KT s/w CL who called in crisis. Her attorney was late to court and the judge called the case, knowing she was not present. The case got adjourned for two months. CL is very fearful of what will happen and stressed over trying to manage this case and the pressure from Raheem. Discussed options; she is considering trying to fire Tajuana and represent herself today so that the hearing will be heard.	Crisis Counseling
6/6/2012	KT s/w CL who called in crisis. Her attorney was late to court and the judge called the case, knowing she was not present. The case got adjourned for two months. CL is very fearful of what will happen and stressed over trying to manage this case and the pressure from Raheem. Discussed options; she is considering trying to fire Tajuana and represent herself today so that the hearing will be heard.	Follow Up
6/6/2012	KT called CL and left message advising atty was aware of situation.	Info-Legal
6/13/2012	SD explained that if her defense attorney had known about the cert. of readiness, then the mixup over what time the hearing was at wouldn't have even happened b/c the motion to dismiss wouldn't have happened making what transpired that morning inconsequential.	Info-Legal
6/13/2012	SD s/w CL about her wish to fire her defense attorney and represent herself. Informed her that I did not think this was a good idea.	Info-Legal
6/13/2012	SD informed CL that there may be a number of explanations as to why her defense attorney did not have the cert. of readiness before she decided to file a motion to dismiss.	Info-Legal
6/13/2012	SD tried to SP w/ CL in the context of the criminal case, but CL is pretty set on representing herself.	Safety Planning
6/13/2012	SD advised CL that I believed she would have a very difficult time	Info-Legal



Services		
Service Date	Service Notes	Type of Service
	finding a 3rd attorney to take the case if she fired her current attorney.	
6/13/2012	SD informed CL that I believed ADA Wells would refuse to work w/ her if she represented herself in court.	Info-Legal
6/13/2012	SD s/w CL about her upcoming appt with the 'Gender & Sexuality' clinic at Columbia Law. Informed her that I didn't think a law school clinic would take her case.	Info-Legal
6/13/2012	SD provided emotional support to CL.	Crisis Counseling
6/13/2012	SD w/ CL on the phone at CVTC. She decided to call instead of coming in for her appt.	Follow Up
6/13/2012	SD informed CL that I did not believe Judge Dawson would let her represent herself, but CL said she didn't care.	Info-Legal
6/18/2012	KT rec'd message from CL	Follow Up
6/18/2012	SD s/w CL who called in extreme crisis. She was yelling (sometimes inaudible) and saying that she got a text message from the defense attorney on the disorderly conduct saying he wouldn't be able to represent her anymore and she is due in court tomorrow at 9:30am.	Follow Up
6/18/2012	KT called CL and discussed criminal case. She was pretty upset and believed her attorney would not show up at court tomorrow - Ben Dell of Legal Aid who is representing her in the disorderly conduct case. Discussed criminal issues and her 6th amendment rights to counsel.	Info-Legal
6/18/2012	KT s/w Ben Dell and discussed criminal case. He will appear on CL's behalf tomorrow. Discussed various issues with representation.	CJA-Other
6/18/2012	SD instructed CL to call her SW @ CVTC or the main line at CVTC so that they can help her through this. CL was extremely escalated and talking about not being alive tomorrow. SD was able to help CL construct an immediate SP in order to come down from her escalated state.	Info-Counseling
6/18/2012	SD instructed CL to call her SW @ CVTC or the main line at CVTC so that they can help her through this. CL was extremely escalated and talking about not being alive tomorrow. SD was able to help CL construct an immediate SP in order to come down from her escalated state.	Crisis Counseling
6/18/2012	SD advised CL that she is legally entitled to counsel at a CC trial, so if Legal Aid is, in fact, pulling themselves from the case, then she will need to request a new attorney in court.	Info-Legal
6/18/2012	SD instructed CL to call her SW @ CVTC or the main line at CVTC so that they can help her through this. CL was extremely escalated and talking about not being alive tomorrow. SD was able to help CL construct an immediate SP in order to come down from her escalated state.	Safety Planning
6/18/2012	KT called CL and discussed criminal case. She was pretty upset and believed her attorney would not show up at court tomorrow - Ben Dell of Legal Aid who is representing her in the disorderly conduct case.	Crisis Counseling

Services		
Service Date	Service Notes	Type of Service
	Discussed criminal issues and her 6th amendment rights to counsel.	
6/27/2012	SD s/w CL briefly about Legal Aid and what happened with the disorderly conduct hearing a few weeks ago. CL was allegedly informed by Ben Dell @ Legal Aid that they were not representing her anymore and that she would be by herself. That did not happen though.	Follow Up
6/27/2012	SD reiterated what KT said earlier about criminal cases and her right to an attorney. Tried to ease her fears that she will show up to the next hearing w/o an attorney and w/o any knowledge that she would be unrepresented.	Info-Legal
6/27/2012	SD s/w CL briefly about Legal Aid and what happened with the disorderly conduct hearing a few weeks ago. CL was allegedly informed by Ben Dell @ Legal Aid that they were not representing her anymore and that she would be by herself. That did not happen though.	Crisis Counseling
6/27/2012	SD s/w CL briefly about Legal Aid and what happened with the disorderly conduct hearing a few weeks ago. CL was allegedly informed by Ben Dell @ Legal Aid that they were not representing her anymore and that she would be by herself. That did not happen though.	Info-Legal
7/23/2012	KT called attorney to try to find out about court appearance tomorrow - left message.	CJA-Other
7/23/2012	KT s/w CL who called in crisis after learning her defense atty (Tajuana Johnson) had been in a car accident and was currently hospitalized. She has court tomorrow morning and is very concerned about what will happen. She advised she obtained a transcript of the hearing that reveals her attorney who was present in court on the day the Cert of Readiness was filed was NOT her attorney of record. Discussed issues. Discussed court tomorrow.	Info-Other
7/23/2012	KT s/w CL who called in crisis after learning her defense atty (Tajuana Johnson) had been in a car accident and was currently hospitalized. She has court tomorrow morning and is very concerned about what will happen. She advised she obtained a transcript of the hearing that reveals her attorney who was present in court on the day the Cert of Readiness was filed was NOT her attorney of record. Discussed issues. Discussed court tomorrow.	Info-Legal
7/23/2012	Disc safety threats and planning.	Safety Planning
7/23/2012	KT s/w CL who called in crisis after learning her defense atty (Tajuana Johnson) had been in a car accident and was currently hospitalized. She has court tomorrow morning and is very concerned about what will happen. She advised she obtained a transcript of the hearing that reveals her attorney who was present in court on the day the Cert of Readiness was filed was NOT her attorney of record. Discussed issues. Discussed court tomorrow.	Follow Up

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Service Date	Service Notes	Type of Service
7/23/2012	KT s/w CL who called in crisis after learning her defense atty (Tajuana Johnson) had been in a car accident and was currently hospitalized. She has court tomorrow morning and is very concerned about what will happen. She advised she obtained a transcript of the hearing that reveals her attorney who was present in court on the day the Cert of Readiness was filed was NOT her attorney of record. Discussed issues. Discussed court tomorrow.	Crisis Counseling
7/26/2012	SD called CL to s/w her about my last day (August 3rd) and the conclusion of the CC case against her. All of the DV charges were dropped, but there was no indication as to why they were dropped. No answer. Left vm.	Follow Up
7/26/2012	SD called CL to s/w her about my last day (August 3rd) and the conclusion of the CC case against her. All of the DV charges were dropped, but there was no indication as to why they were dropped. No answer. Left vm.	Info-Other
7/30/2012	SD offered CL emotional support. She wants to file a lawsuit against the city and the DA's office.	Crisis Counseling
7/30/2012	SD informed CL that Friday (8/3) is my last day.	Info-Other
7/30/2012	SD asked CL if she'd been given a reason for why the case was dropped. She said she didn't know, and I informed her that we don't know either.	Info-Legal
7/30/2012	SD s/w CL who called in on the HL returning my vm from 7/26.	Follow Up
10/8/2012	KT rec'd message from CL	Follow Up
10/8/2012	KT left message for CL, returning her call.	Follow Up
11/30/2012	KT rec'd message from CL	Follow Up
12/6/2012	KT s/w Det. Galan at 20th Pct and discussed case - he explained the reasons for the delay and that he was having a hard time with CL because he felt she would get upset and accusatory. We discussed case, his concerns and intentions, and he reassured me that he was very eager to get an arrest on this case and help the client. He explained his intentions for today and gave me contact info for the prosecutor on the case - ADA Bernard at DANY.	CJA-Police
12/6/2012	KT called CL and relayed conversation with Det. Galan; She is going to go down to the station and do the photo lineup and call me to let me know how it goes.	Info-Legal
12/6/2012	KT s/w CL and discussed current issues with law enforcement. CL was assaulted in August by a stranger in a bar and heard he was arrested, but has gotten mixed messages. She is uncertain about whether she should trust the detective she was working with, who has now asked her to come in to do a photo line up. I agreed to reach out to him - Detective Galan at the 20th Pct., (212)580-6414	Follow Up
12/6/2012	KT s/w CL and discussed current issues with law enforcement. CL was assaulted in August by a stranger in a bar and heard he was arrested, but has gotten mixed messages. She is uncertain about	Crisis Counseling

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	whether she should trust the detective she was working with, who has now asked her to come in to do a photo line up. I agreed to reach out to him - Detective Galan at the 20th Pct., (212)580-6414	
12/6/2012	KT s/w Det. Galan at 20th Pct and discussed case - he explained the reasons for the delay and that he was having a hard time with CL because she would get upset and accusatory. We discussed case, his concerns and intentions, and he reassured me that he was very eager to get an arrest on this case and help the client. He explained his intentions for today and gave me contact info for the prosecutor on the case - ADA Bernard at DANY.	CJA-Police
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12/6/2012	KT called CL and relayed conversation with Det. Galan; She is going to go down to the station and do the photo lineup and call me to let me know how it goes.	Follow Up
12/6/2012	KT s/w CL and discussed current issues with law enforcement. CL was assaulted in August by a stranger in a bar and heard he was arrested, but has gotten mixed messages. She is uncertain about whether she should trust the detective she was working with, who has now asked her to come in to do a photo line up. I agreed to reach out to him - Detective Galan at the 20th Pct., (212)580-6414	Safety Planning
12/12/2012	SN discussed CL's most recent case with her and discussed why the ADA may have chosen to pursue felony assault against an office charges instead of the assault charges she's attempted to file against the individual in question (who'd assaulted her in an UWS bar by punching her in the mouth).	Info-Legal
12/12/2012	SN reviewed details of CL's OVS application briefly with Veronica and discussed her filing- specifically the amount she'd filed for, the materials she was able to gather to make the claim (there'd been difficulty accessing DIRs from the 28th precinct) and how she'd utilize said funds.	PA-CVB Application
12/12/2012	SN wrote a letter to CL's landlord attesting to the filing of her OVS application, with the hopes that this would assist her in disputing her impending eviction.	PA-CVB
12/12/2012	SN met with CL at CVTC. Stated that she would like a letter for her landlord stating she'd filed an OVS claim for the amount of \$15,000. Additionally, CL worked to brief me on her present circumstances-, living next door to PERP, receiving threatening phone calls from unidentified women, being physically attacked in her neighborhood, and falling behind in her rent in amount close to \$40,000.	CVTC
12/12/2012	SN met with CL at CVTC. Stated that she would like a letter for her	Safety

Services		
Service Date	Service Notes	Type of Service
	landlord stating she'd filed an OVS claim for the amount of \$15,000. Additionally, CL worked to brief me on her present circumstances-, living next door to PERP, receiving threatening phone calls from unidentified women, being physically attacked in her neighborhood, and falling behind in her rent in amount close to \$40,000.	Planning
12/12/2012	SN met with CL at CVTC. Stated that she would like a letter for her landlord stating she'd filed an OVS claim for the amount of \$15,000. Additionally, CL worked to brief me on her present circumstances-, living next door to PERP, receiving threatening phone calls from unidentified women, being physically attacked in her neighborhood, and falling behind in her rent in amount close to \$40,000.	Crisis Counseling
12/12/2012	SN met with CL at CVTC. Stated that she would like a letter for her landlord stating she'd filed an OVS claim for the amount of \$15,000. Additionally, CL worked to brief me on her present circumstances-, living next door to PERP, receiving threatening phone calls from unidentified women, being physically attacked in her neighborhood, and falling behind in her rent in amount close to \$40,000.	Follow Up
12/12/2012	KT emailed Audrey Moore to check in - advised I wanted to speak with her about the case	CJA-DA
1/10/2013	KT s/w CL's counselor Lisa Haileselassie re: various issues with the case. Discussed allegations that 28th Pct won't take reports - we strategized and decided to approach Audrey Moore again about the precinct/DANY issue.	PA-Counseling
1/10/2013	KT s/w Audrey Moore who advised she had not instructed, nor had her office, anyone not to take a report from CL. She discussed this issue with the captain who agreed they had not been instructed to do that. They will make sure officers are advised.	CJA-Police
1/10/2013	KT s/w CL and advised I had some updates. CL will call me back tomorrow.	Follow Up
1/10/2013	KT s/w CL's counselor Lisa Haileselassie re: various issues with the case. Discussed allegations that 28th Pct won't take reports - we strategized and decided to approach Audrey Moore again about the precinct/DANY issue.	PA-Other
1/10/2013	KT s/w CL's counselor Lisa Haileselassie re: various issues with the case. Discussed allegations that 28th Pct won't take reports - we strategized and decided to approach Audrey Moore again about the precinct/DANY issue.	Follow Up
1/10/2013	KT s/w Audrey Moore who advised she had not instructed, nor had her office, anyone not to take a report from CL. She discussed this issue with the captain who agreed they had not been instructed to do that. They will make sure officers are advised.	CJA-DA
1/11/2013	KT rec'd message from CL	Follow Up
1/11/2013	KT referred CL to VOW	Referral-Other

Services		
Service Date	Service Notes	Type of Service
1/11/2013	KT called CL and discussed issues. Discussed conversation with Audrey Moore at DANY (see above)	Info-Legal
1/11/2013	KT s/w CL and discussed organizing around this issue with prosecution. Discussed structural issues with crimes of violence against women, etc. Discussed current organizign efforts	Info-Other
2/26/2013	KT left message for CL to follow up with her DV non profit efforts and efforts to reach VOW.	Info-Other
2/26/2013	KT left message for CL to follow up with her DV non profit efforts and efforts to reach VOW.	Follow Up
3/15/2013	KT rec'd email from CL re: request to speak with Normal Siegle; she is pursuing civil relief for the improper treatment of the DA's office and NYPD and he is considering taking her case.	Follow Up
3/15/2013	KT rec'd email from CL re: request to speak with Normal Siegle; she is pursuing civil relief for the improper treatment of the DA's office and NYPD and he is considering taking her case.	Info-Legal
3/16/2013	KT replied to CL to advise that I would speak to Mr. Siegle on her behalf. I advised the limitations of my ability to speak to her story because of the limited personal knowledge I have.	Follow Up
3/16/2013	KT replied to CL to advise that I would speak to Mr. Siegle on her behalf. I advised the limitations of my ability to speak to her story because of the limited personal knowledge I have.	Info-Legal
3/19/2013	KT s/w civil rights attorney extensively about CL's case. Advised that I believed she is the victim of abuse, that I did think she was treated in an extreme manner by NYPD and the DA's office but I could not speculate as to the reason, that I found it very unusual for a DV victim and I think the Manhattan DAs office usually recognizes victims in cases.	CJA-DA
3/19/2013	KT s/w civil rights attorney extensively about CL's case. Advised that I believed she is the victim of abuse, that I did think she was treated in an extreme manner by NYPD and the DA's office but I could not speculate as to the reason, that I found it very unusual for a DV victim and I think the Manhattan DAs office usually recognizes victims in cases.	CJA-Other
3/19/2013	KT s/w civil rights attorney extensively about CL's case. Advised that I believed she is the victim of abuse, that I did think she was treated in an extreme manner by NYPD and the DA's office but I could not speculate as to the reason, that I found it very unusual for a DV victim and I think the Manhattan DAs office usually recognizes victims in cases.	PA-Legal
3/29/2013	KT s/w CL and discussed Siegle's choice to decline representation. I gave her my opinion on why he decided as he did. CL was very upset, distressed. Discussed other options, did some counseling, etc.	Info-Other
3/29/2013	KT made referral to Emerson, Celli et al to screen client for civil rights claim.	Referral-Other



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3/29/2013	KT s/w CL and discussed Siegle's choice to decline representation. I gave her my opinion on why he decided as he did. CL was very upset, distressed. Discussed other options, did some counseling, etc.	Info-Legal
3/29/2013	KT s/w CL and discussed Siegle's choice to decline representation. I gave her my opinion on why he decided as he did. CL was very upset, distressed. Discussed other options, did some counseling, etc.	Crisis Counseling
3/29/2013	KT s/w CL and discussed Siegle's choice to decline representation. I gave her my opinion on why he decided as he did. CL was very upset, distressed. Discussed other options, did some counseling, etc.	Follow Up
3/29/2013	KT rec'd email from CL inquiring about s/w Siegle.	Follow Up
3/29/2013	KT rec'd message from CL	Follow Up
7/8/2013	KT rec'd message from CL	Follow Up
7/9/2013	KT s/w Audrey Moore about the case - she advised that CL had threatened her.	CJA-DA
7/10/2013	KT s/w CL and discussed current issues. CL stated she received a call from an ADA who said she was following up on the criminal case from last fall - when CL was punched in the face by a stranger. Read CL my notes from my phone call to Det. Galan. She requested I send them. CL advised she was no longer receiving services from CVTC - I suggested I make another referral but CL declined for now. Gave emotional support.	Follow Up
7/10/2013	KT s/w CL and discussed current issues. CL stated she received a call from an ADA who said she was following up on the criminal case from last fall - when CL was punched in the face by a stranger. Read CL my notes from my phone call to Det. Galan. She requested I send them. CL advised she was no longer receiving services from CVTC - I suggested I make another referral but CL declined for now. Gave emotional support.	Info-Legal
7/10/2013	KT s/w CL and discussed current issues. CL stated she received a call from an ADA who said she was following up on the criminal case from last fall - when CL was punched in the face by a stranger. Read CL my notes from my phone call to Det. Galan. She requested I send them. CL advised she was no longer receiving services from CVTC - I suggested I make another referral but CL declined for now. Gave emotional support.	Info-Other
7/10/2013	KT s/w CL and discussed current issues. CL stated she received a call from an ADA who said she was following up on the criminal case from last fall - when CL was punched in the face by a stranger. Read CL my notes from my phone call to Det. Galan. She requested I send them. CL advised she was no longer receiving services from CVTC - I suggested I make another referral but CL declined for now. Gave emotional support.	Crisis Counseling
7/10/2013	KT rec'd message from CL requesting reminder on the conversation I had with Det. Galan in December of last year.	Follow Up

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7/10/2013	KT s/w CL and discussed current issues. CL stated she received a call from an ADA who said she was following up on the criminal case from last fall - when CL was punched in the face by a stranger. Read CL my notes from my phone call to Det. Galan. She requested I send them. CL advised she was no longer receiving services from CVTC - I suggested I make another referral but CL declined for now. Gave emotional support.	Info-Counseling
7/16/2013	KT rec'd message from CL stating she met with ADA today and they want to move forward with the charges against the man who assaulted her last fall. CL gave ADA my contact information.	Info-Legal
7/16/2013	KT left message for CL	Follow Up
7/16/2013	KT rec'd message from CL stating she met with ADA today and they want to move forward with the charges against the man who assaulted her last fall. CL gave ADA my contact information.	Follow Up
1/17/2014	KT rec'd message from CL - unable to hear her new number	Follow Up
1/23/2014	KT rec'd message from CL re: needing to file for an OP against Raheem.	Follow Up
1/24/2014	KT called CL and left message advising that I thought an OP would be challenging. Advised I will not be in on Monday but to call the helpline to process options for filing for an OP if that's the direction she wants to go in. Otherwise, call me Tuesday.	Info-Family Court
1/24/2014	KT called CL and left message advising that I thought an OP would be challenging. Advised I will not be in on Monday but to call the helpline to process options for filing for an OP if that's the direction she wants to go in. Otherwise, call me Tuesday.	Follow Up
1/24/2014	KT called CL and left message advising that I thought an OP would be challenging. Advised I will not be in on Monday but to call the helpline to process options for filing for an OP if that's the direction she wants to go in. Otherwise, call me Tuesday.	Follow Up
2/19/2014	KT rec'd BCC'd email from CL to ADA Reichfelder re: moving forward with the case.	Follow Up
2/19/2014	KT replied to CL's email inquiring about the case w/ DANY	Info-Legal
2/20/2014	KT rec'd message from CL	Follow Up
2/20/2014	KT called CL back and left message re: following up on criminal court issue w/ DANY	Follow Up
2/20/2014	KT replied to CL's email inquiring about the case w/ DANY	Follow Up
2/20/2014	KT called CL back and left message re: following up on criminal court issue w/ DANY	Info-Legal
2/24/2014	KT called CL back and advised	
2/24/2014	KT s/w CL and discussed current criminal case. CL advised that the ADA wants to move forward on the criminal case but needs to speak with CL's friend who she spent the night with. CL has asked her friend to contact the ADA but he won't reply. CL asked if I would reach out to	Info-Legal

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	explain the role of a witness and assure friend he wont get in trouble. Advised CL that I could speak to her friend about the role of a witness but not assure him of anything as I do not have that knowledge myself.	
2/24/2014	KT s/w CL and discussed current criminal case. CL advised that the ADA wants to move forward on the criminal case but needs to speak with Cl's friend who she spent the night with. CL has asked her friend to contact the ADA but he won't reply. CL asked if I would reach out to explain the role of a witness and assure friend he wont get in trouble. Advised CL that I could speak to her friend about the role of a witness but not assure him of anything as I do not have that knowledge myself.	Follow Up
2/24/2014	KT rec'd email from CL advising that my VM is full and she can't leave a message	Follow Up
2/24/2014	KT rec'd email from CL requesting I reach out to the ADA on the case to inquire why they haven't moved forward	Follow Up
2/24/2014	KT rec'd email from CL requesting I reach out to the ADA on the case to inquire why they haven't moved forward	Info-Legal
2/24/2014	KT s/w CL and discussed current criminal case. CL advised that the ADA wants to move forward on the criminal case but needs to speak with Cl's friend who she spent the night with. CL has asked her friend to contact the ADA but he won't reply. CL asked if I would reach out to explain the role of a witness and assure friend he wont get in trouble. Advised CL that I could speak to her friend about the role of a witness but not assure him of anything as I do not have that knowledge myself.	Safety Planning
1/22/2015	KT called CL back - she is on the pther line - will call me right back	Follow Up
1/22/2015	KT rec'd message from cl	Follow Up
6/22/2015	CL called SPs direct line; CL claims to have been calling connect CL but no one has gotten back to CL; SP explained to CL the CONNECT protocol in terms of HL; SP apologize to CL with regards belief that CONNECT had abandon her; SP explained changes CONNECT is undergoing; SP discussed case with SM/CC; SP will follow up with QW/SM/interm attorney on what to do next on the case- CL wants records	Follow Up
6/22/2015	CL called SPs direct line; CL claims to have been calling connect CL but no one has gotten back to CL; SP explained to CL the CONNECT protocol in terms of HL; SP apologize to CL with regards belief that CONNECT had abandon her; SP explained changes CONNECT is undergoing; SP discussed case with SM/CC; SP will follow up with QW/SM/interm attorney on what to do next on the case- CL wants records	Crisis Counseling
6/22/2015	CL called SPs direct line; CL claims to have been calling connect CL but no one has gotten back to CL; SP explained to CL the CONNECT protocol in terms of HL; SP apologize to CL with regards belief that	Info-Legal

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Service Date	Service Notes	Type of Service
	CONNECT had abandon her; SP explained changes CONNECT is undergoing; SP discussed case with SM/CC; SP will follow up with QW/SM/interm attorney on what to do next on the case- CL wants records	
6/22/2015	CL called SPs direct line; CL claims to have been calling connect CL but no one has gotten back to CL; SP explained to CL the CONNECT protocol in terms of HL; SP apologize to CL with regards belief that CONNECT had abandon her; SP explained changes CONNECT is undergoing; SP discussed case with SM/CC; SP will follow up with QW/SM/interm attorney on what to do next on the case- CL wants records	PA-Other
6/22/2015	SM has held conversation about CL and what do to with case with CVTC staff member	PA-Other